

ABSTRAK

Information Technology Infrastructure Library (ITIL) merupakan salah satu standard IT Governance, kerangka kerja umum yang menggambarkan best practice dalam layanan IT [MUS12]. Dalam framework ITIL ini memiliki lima siklus, yaitu service design, service strategy, service Transition, service Operation dan Continual Service Improvement. Siklus yang menggambarkan layanan IT terdapat pada service operation.

Penelitian ini dilakukan di fakultas teknik unpas dan khususnya pada layanan helpdesk. Penelitian ini dilakukan beberapa proses dalam penyelesaiannya, melakukan studi literatur, wawancara dan observasi dalam pencarian masalah dan penyelesaian masalah tersebut. Pada layanan helpdesk ini disesuaikan dengan framework ITIL agar dapat memenuhi proses bisnis dengan baik.

Hasil akhir dari penelitian ini adalah penerapan tools pada layanan helpdesk di fakultas teknik unpas dalam mencapai tujuan dari sebuah organisasi dengan harapan dapat membantu.

Kata kunci : Framework ITIL, Helpdesk, Service Operation

ABSTRACT

Information Technology Infrastructure Library (ITIL) is one of the IT Governance Standards, a common framework that describes best practice in IT service [MUS12]. In this ITIL framework has five cycles, namely service design, service strategy, service transition, service operation and continual service improvement. The cycle that describes the IT service contained on the service operation.

This research was conducted in the faculty of engineering of unpas and in particular on the helpdesk service. This research was conducted some processes in the solution, studying the literatur, interviews and observation in the search problem and solving the problem. The helpdesk service is tailored to the ITIL framework in order to meet business processes well.

The end result of this research is the application of tools on the service helpdesk in the faculty of engineering of unpas in achieving the objectives of an organization with the hope it can help.

Keywords : Framework ITIL, Helpdesk, Service Operation